

HXC9.8AT
HXC6.8AT

GB English

Operating Instructions

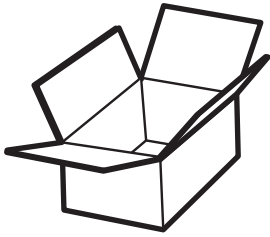
COOKER HOOD

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 **Hotpoint**

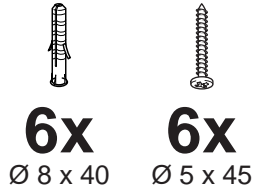
Please phone us on
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to activate your
guarantee



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After Sales Service

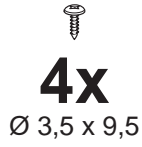


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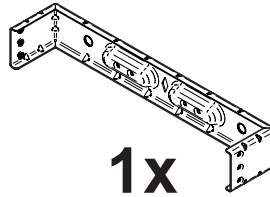
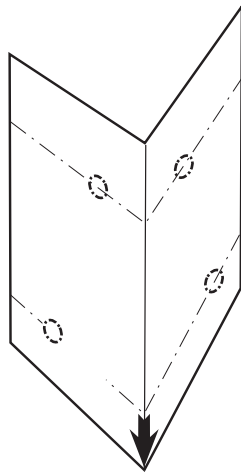
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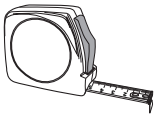
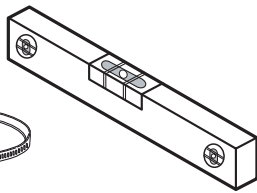
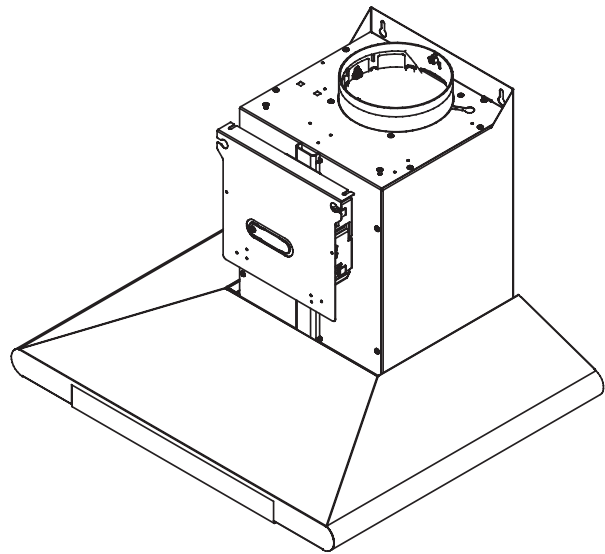
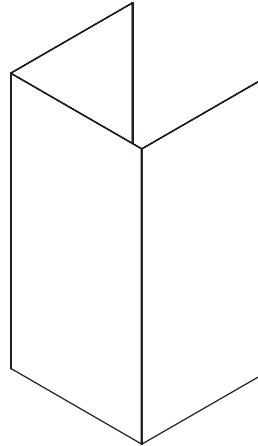
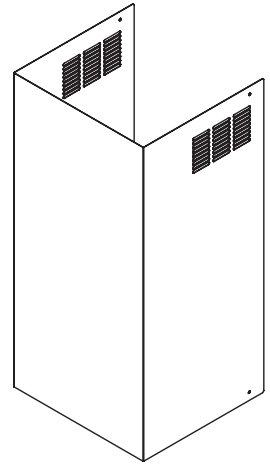


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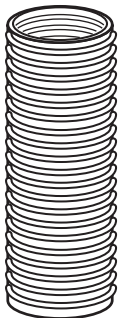


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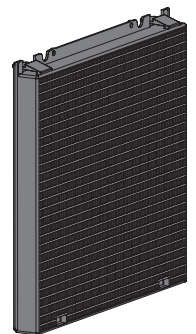
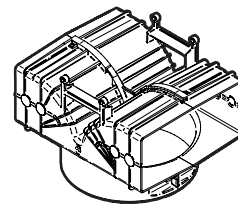
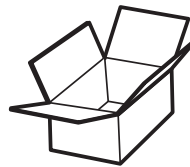
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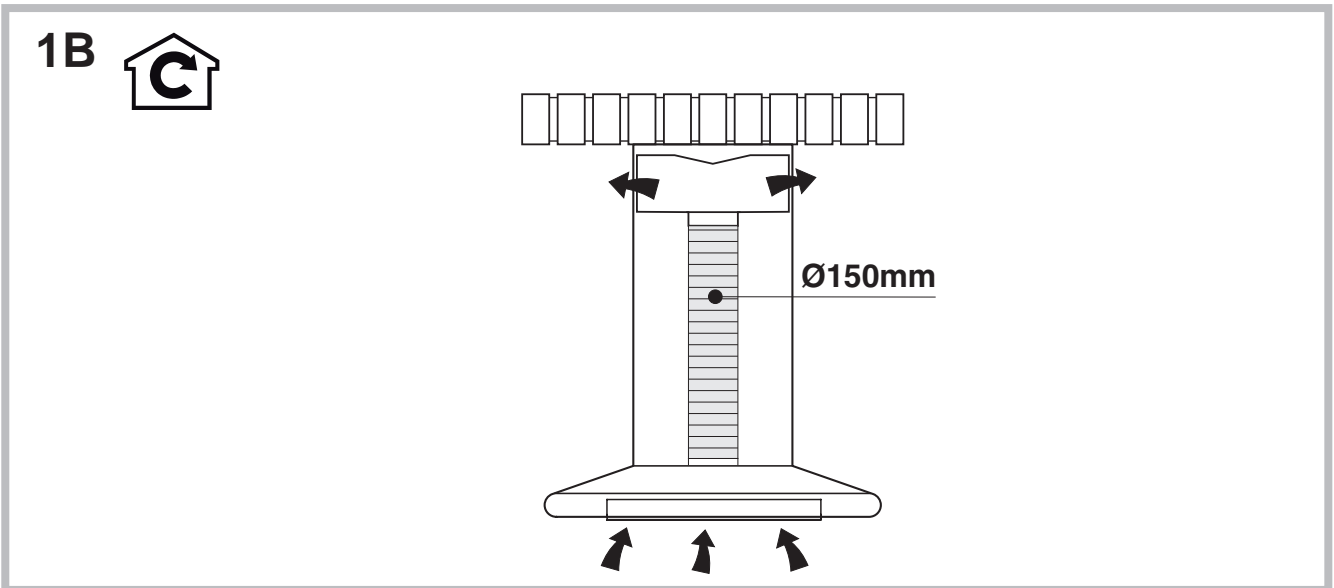
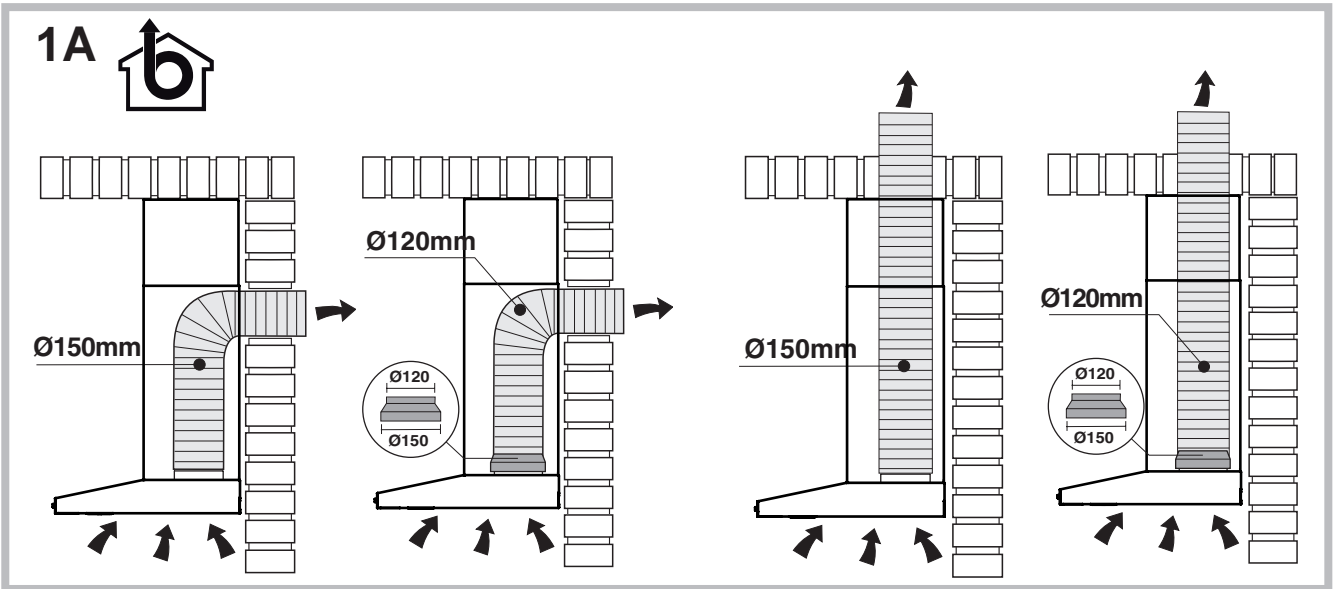
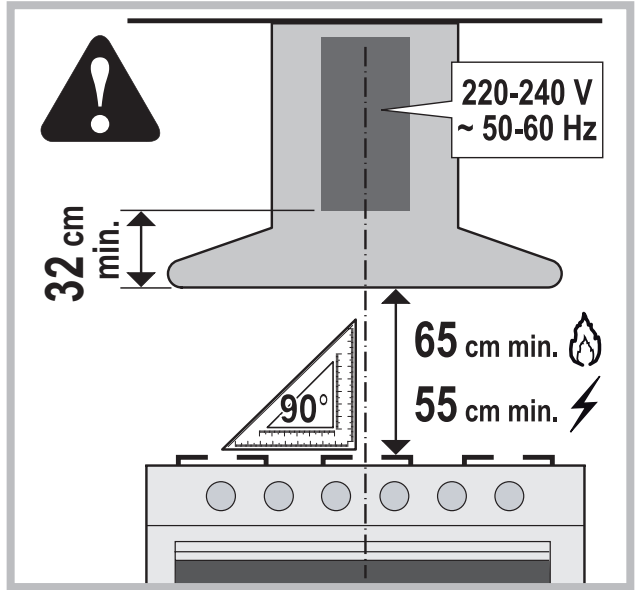
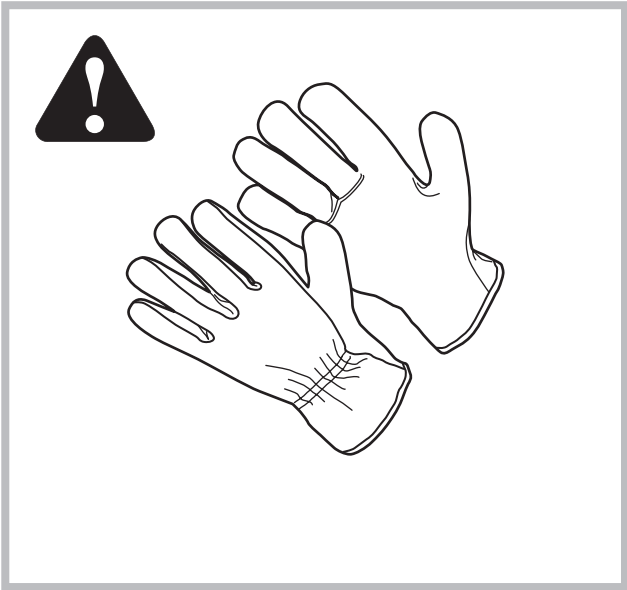
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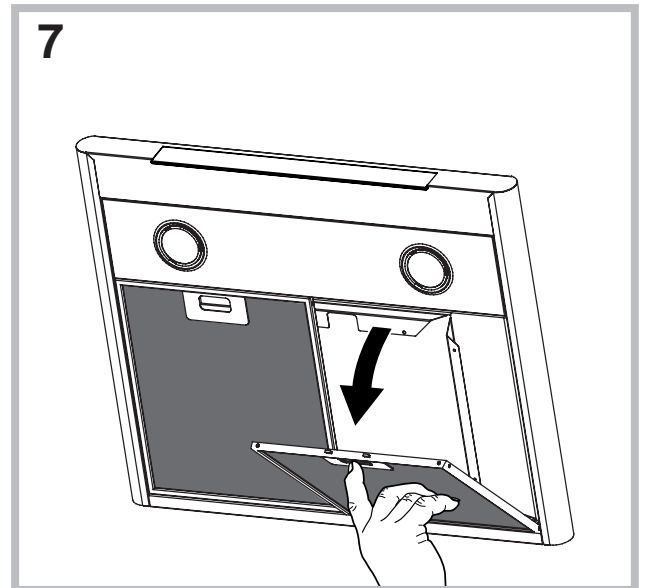
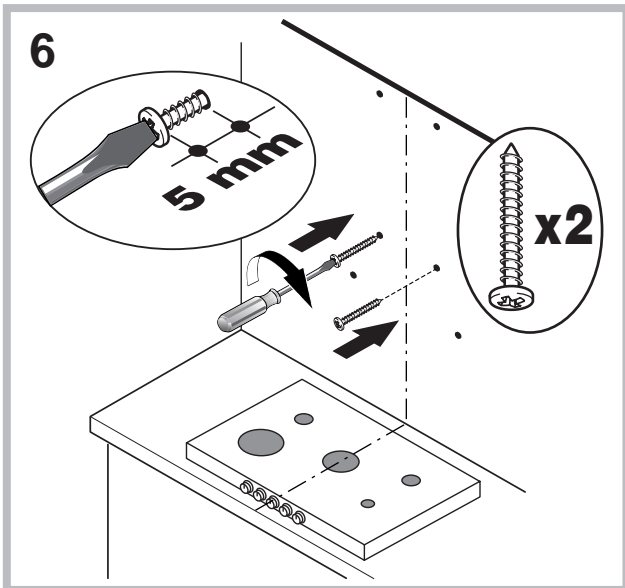
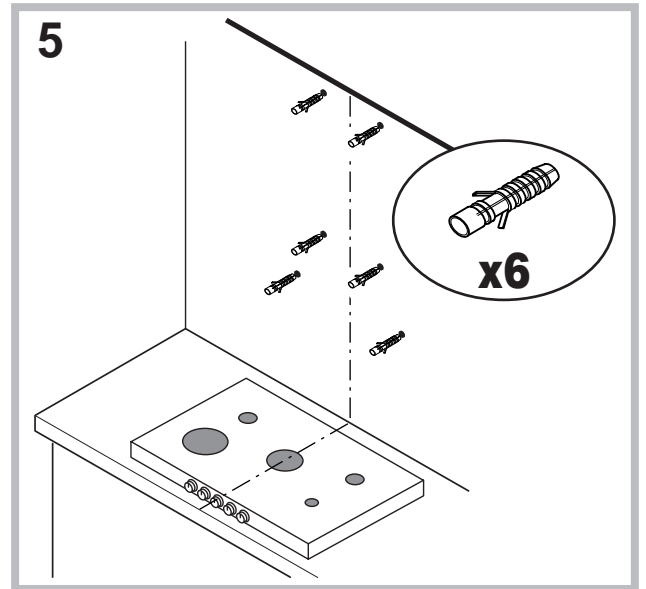
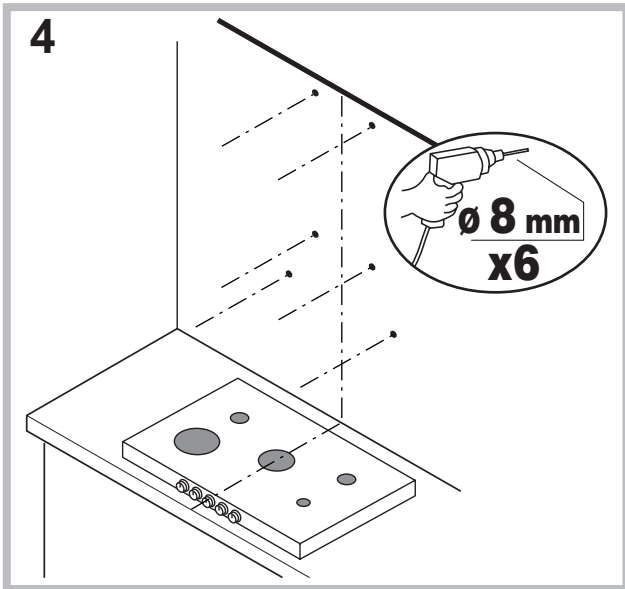
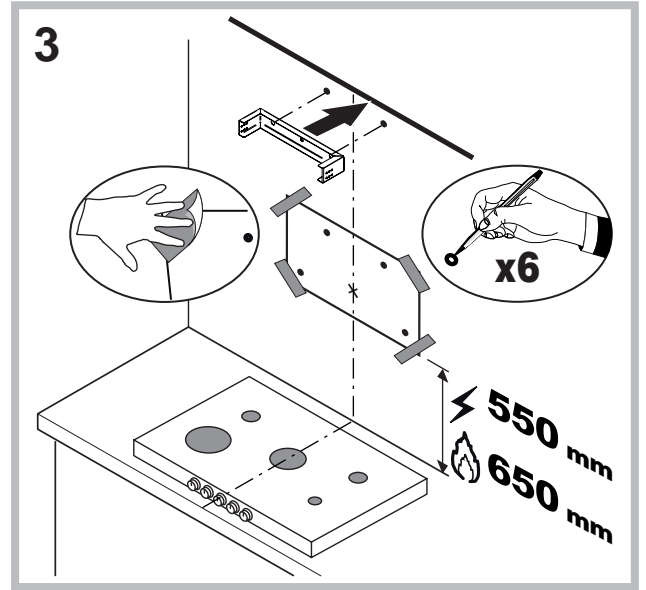
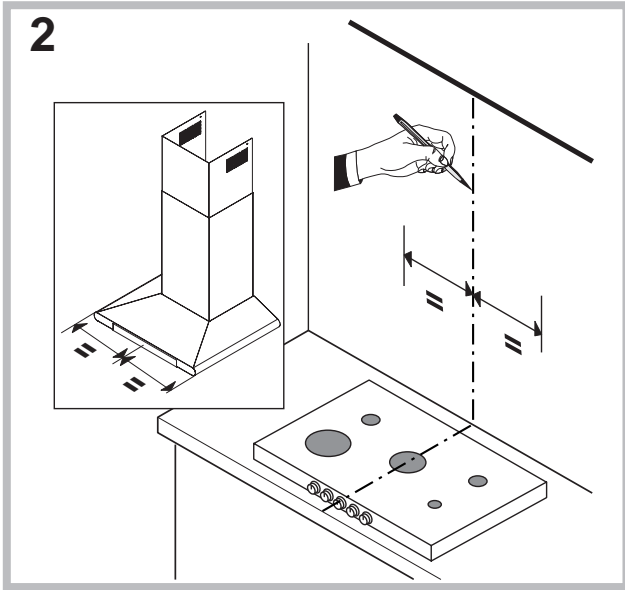


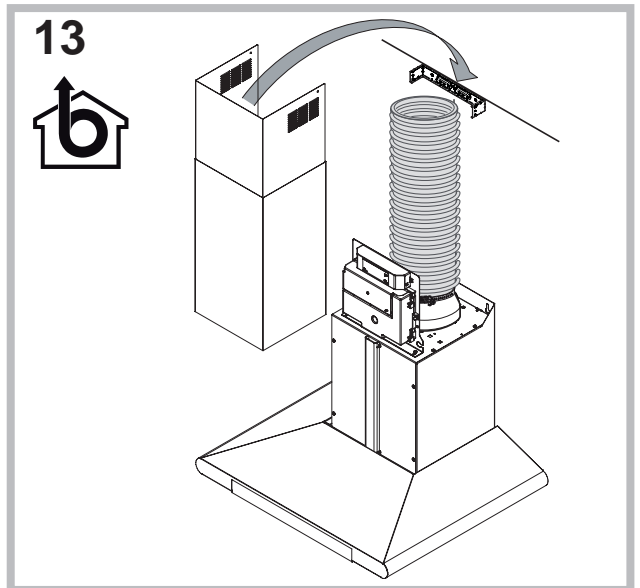
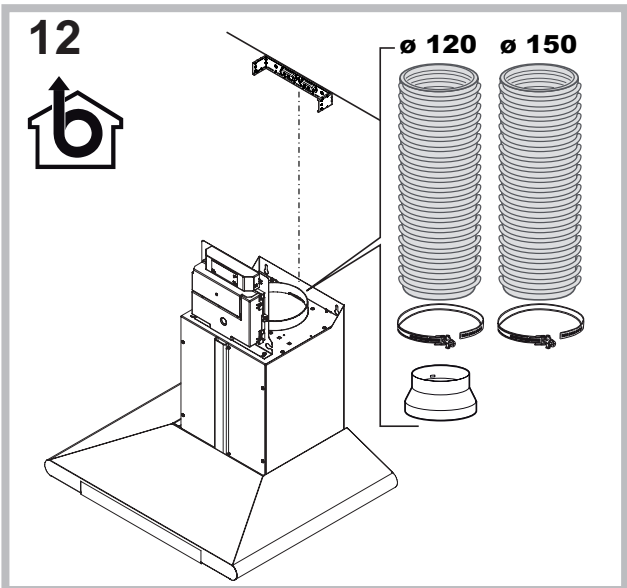
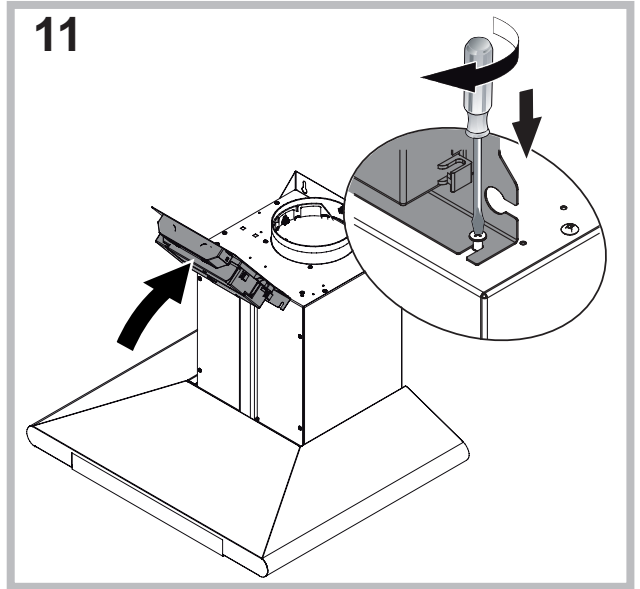
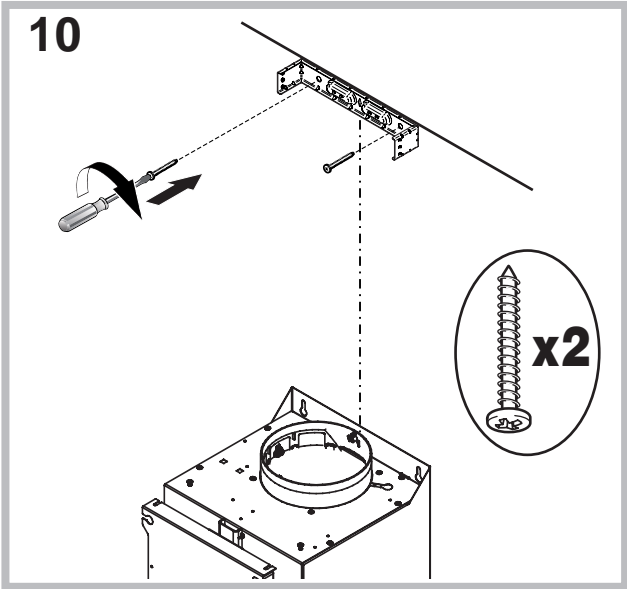
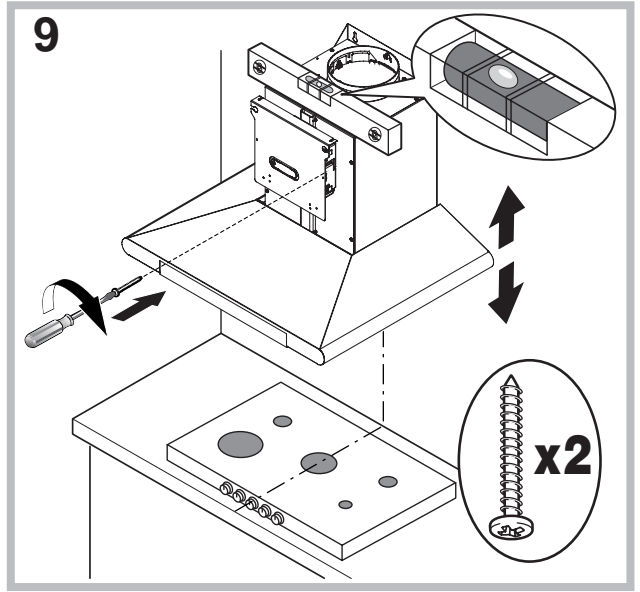
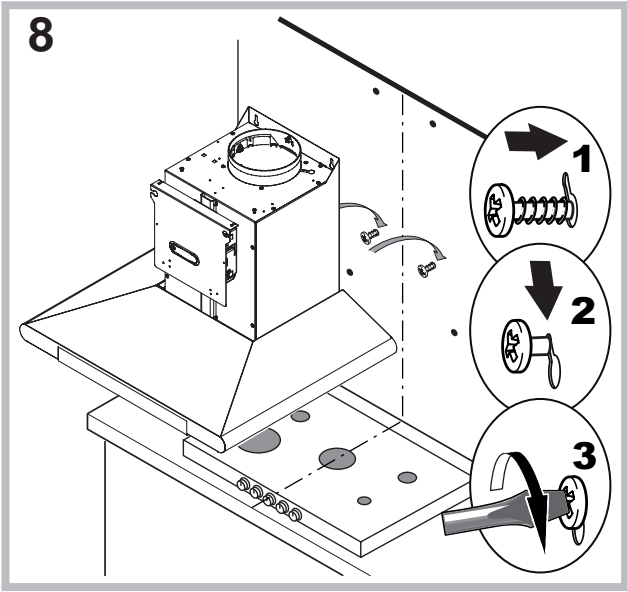
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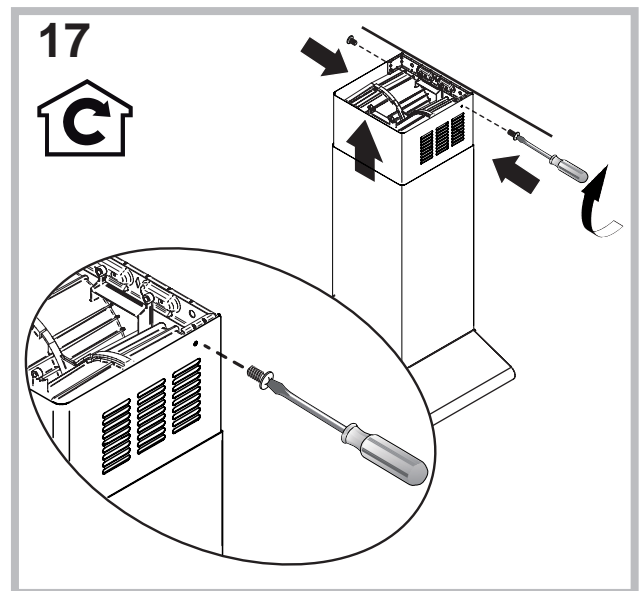
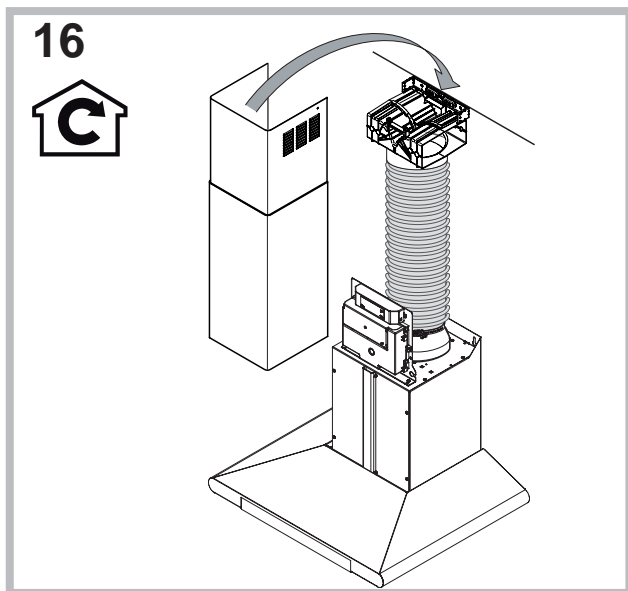
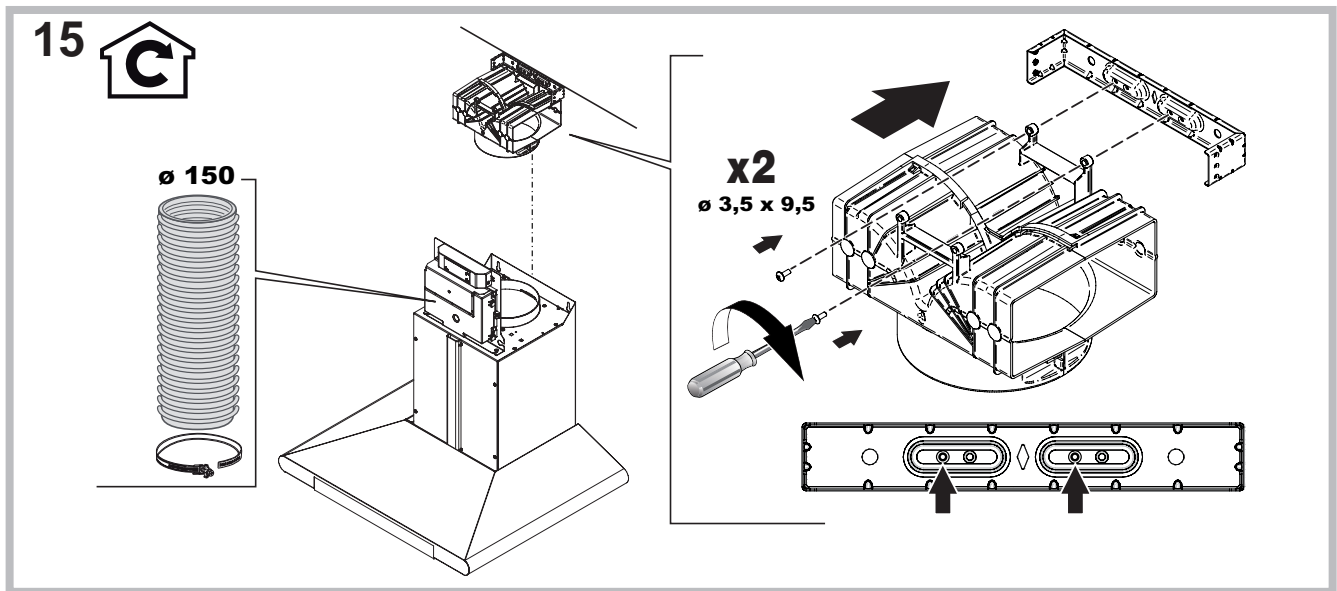
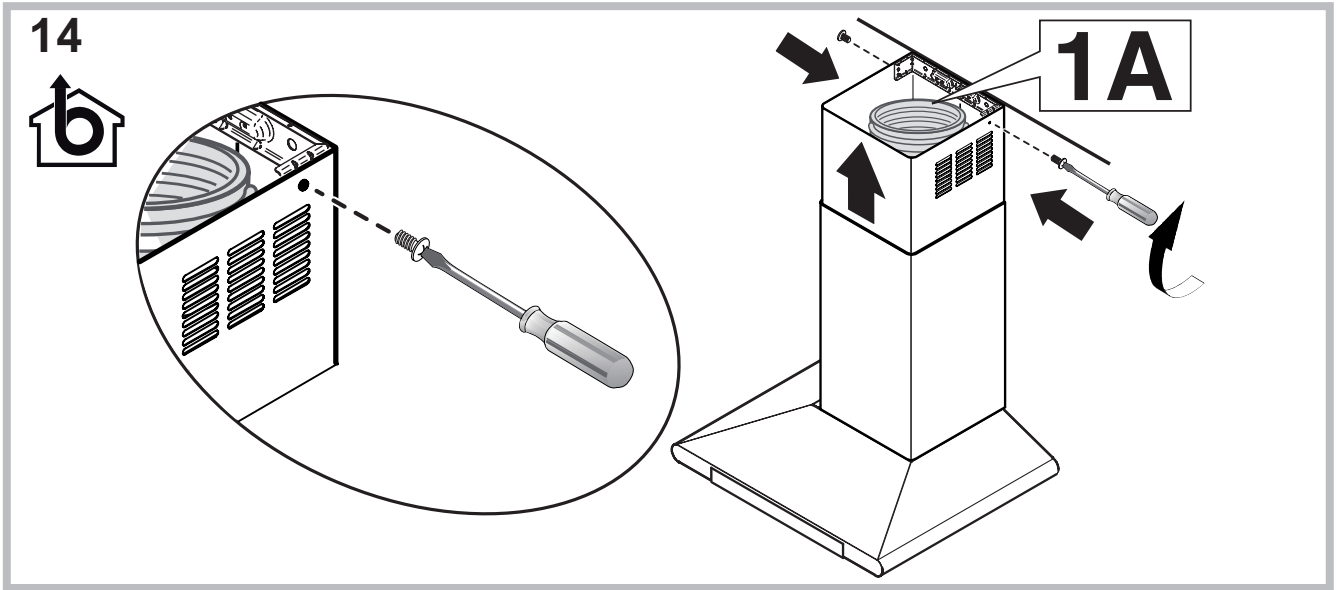


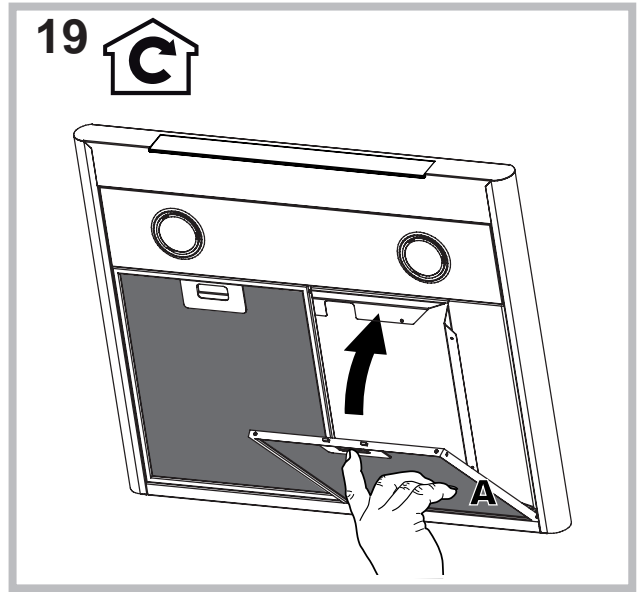
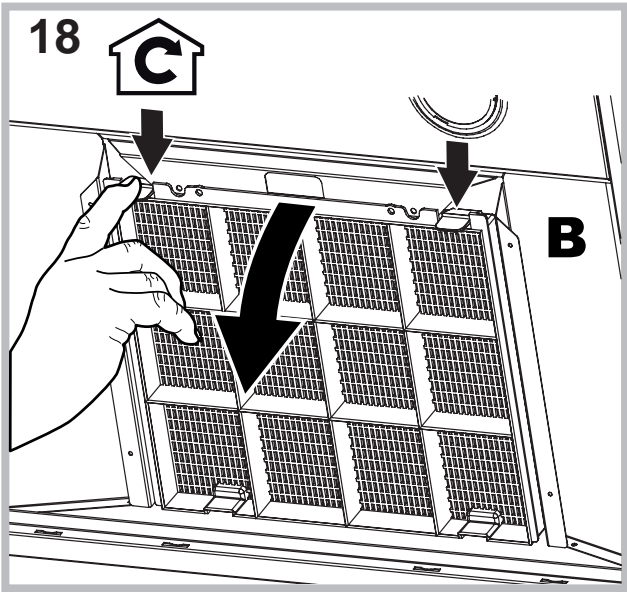
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Warnings

! Keep this manual for reference. If you sell, transfer or move the unit to another location, make sure to keep the manual with the product.

! Read the instructions carefully - they contain important installation, user and safety information.

! Do not tamper with the electrical or mechanical equipment of the product or its exhaust ducts.

General safety information

- The distance between the cookware support surface on top of the cooking appliance and the lowest part of the cooker hood must be at least:

65 cm if the hood is installed over a gas cooktop

55 cm if the hood is installed over an electric cooktop.

If the installation instruction manual for the gas cooking appliance specifies a greater distance, this measurement should be taken into account.

- The cooker hood comes with anchor plugs which are suitable for use with most walls/ceilings. However, you must contact a qualified technician to check the suitability of the materials in relation to the type of wall/ceiling, which must be strong enough to support the weight of the unit.
- Caution! Do not hook the unit up to its electrical power supply until the installation has been completed.

- Before cleaning or servicing the unit, disconnect it from the mains by pulling the power plug or disconnecting the main circuit breaker.
- Always wear work gloves when installing and servicing the unit.
- It is not intended for use by children or persons with sensory or mental disability and lack of experience or familiarity, except under the supervision or instruction of a person responsible for their safety.
- Make sure children do not play with the unit.
- Never operate the unit without its grease filter installed!
- NEVER use the hood as a support, unless expressly instructed to do so.
- The room must be adequately ventilated if the hood is used at the same time with other equipment burning gas or other fuels.
- Extracted air must not be conveyed into a duct used for exhausting combustion fumes from gas or other fuel-fired equipment.
- Observe all regulations in relation to air extraction.
- NEVER cook food with an open flame under the hood; open flames will damage the filters and may cause fires. Never do this.
- Always supervise frying to make sure the heated oil does not catch fire.

-
- Strictly observe all local regulations in relation to the technical and safety measures to be employed in fumes extraction.
 - Clean the product frequently, inside and out (AT LEAST ONCE A MONTH, and in observance of the maintenance instruction given in this manual).
 - Failure to observe the hood cleaning and filter cleaning/replacement instructions can result in fires.
 - Never use the hood without its bulbs properly installed - electrocution hazard.
 - The manufacturer is not liable for any inconvenience, damage or fire caused by the unit as a result of failure to observe the instructions given in this manual.
 - Caution! The unit's accessible parts can get very hot when used with cooking equipment.

Installation

The installation procedure is illustrated in the first pages of this manual.

The installation must be done by a qualified technician.

Electrical hook up

The mains voltage must match that given on the ratings label inside the hood itself. If the hood has a power plug, connect the hood to an easily accessible regulatory power socket. If it does not (direct connection to the mains), or the socket is not easily accessible, install a two-pole regulatory switch to enable total disconnection from the mains in case of category III overvoltage, as required by the installation regulations.

Caution! Always check that the mains cable is hooked up properly and check that it operates correctly before reconnecting the hood to the mains.

Air exhaust (for ducted units)

Connect the hood to a duct and wall exhaust hole of a diameter equal to that of the air outlet flange. Using a smaller diameter tube and exhaust hole reduces the extraction capacity of the hood and also increases its running noise. The manufacturer is not liable for any consequences of doing so.

! Use the shortest duct required to achieve the purpose.

! Use a duct with as few bends as possible

! Avoid suddenly changing the diameter of the duct.

! The duct must have as smooth an inner surface as possible.

! The duct must be made of regulatory material.

! Do not connect the hood to flues carrying combustion fumes from other equipment (boilers, CHIMNEY-LUCES, stoves, etc.).

! Observe the instructions of the competent authorities in relation to the air exhaust. The air being exhausted may not be exhausted into a wall cavity unless the cavity in question is specifically intended for this purpose.

! Equip the room with air intakes to prevent the hood creating suction pressure in the interior (this must not exceed 0.04 mbar).

! The manufacturer is not liable for any consequences of failure to observe these instructions.

Filter or ducted?

! Your hood is supplied as a ducted unit.

If you wish to use it as a filter unit, you must install the proper ACCESSORY KIT.

Note: If supplied with the hood, the accessory active charcoal filter unit may already be installed.

Instructions for transforming the hood from the ducted to the filter version are given in this manual (see "Filter version").

Ducted version

The hood purifies the air and expels it outdoors via an exhaust duct (dia. 150mm) connected to its outlet flange. The diameter of the exhaust tube must be equal to that of the outlet flange.

Caution! The exhaust duct is not supplied and must be purchased separately.

When routed horizontally, the tube must be angled slightly upwards (around 10°) to enable the air to be conveyed outdoors more easily. If the hood is fitted with charcoal filters, they must first be removed.

Filter version

The hood purifies the air and returns it to the room. This version of the hood requires installation of an accessory active charcoal filter unit.

This version requires an air deflector, a reduction adapter and the charcoal filter/s. The top tube must have its air outlet slots uppermost.


Technical data

| Model | Height (cm) | Width (cm) | Depth (cm) | dia. of exhaust tube (cm) |
|-------------------|-------------|------------|------------|---------------------------|
| CHIMNEY-LUCE 60cm | 61-82 | 59.8 | 50 | 15/12 |
| CHIMNEY-LUCE 90cm | 61-82 | 89.9 | 50 | 15/12 |

| Model code | Bulb (V) | Bulb draw (W) | Total draw (W) |
|----------------------|----------|---------------|----------------|
| HXC9.8AT HXC6.8AT | Halogen | 2 x 20 | 290 |

| | Power | Voltage | Cap | Dimensions |
|--------------|----------|---------|-----|------------|
| Halogen 25 W | 2 x 25 W | 230 V | G9 | L40xØ14 |
| Halogen 20 W | 2 x 20 W | 12 V | G4 | L30xØ10 |

| | |
|--------------|---|
| LED * | Risk Group 1 according to Standard EN 62471 |
|--------------|---|

| | |
|---|--|
|  | The hoods are conforming to the following EC Directives: |
| | • "Low voltage" Directive 2006/95/EC (12-12-2006) |
| | • "EMC" Directive 2004/108/EC (15-12-2004) |

* Only available in certain models

CHIMNEY-LUCE controls

Models with Touch control glass (basic)

HXC9.8AT - HXC6.8AT



T1 motor ON/OFF

When the button is pressed with the hood off, the first speed is set. When the button is pressed during operation, the hood switches OFF.

T2 Speed 1

When the button is pressed the hood switches from the previous status to speed 1.

T3 Speed 2

When the button is pressed the hood switches from the previous status to speed 2.

T4 Speed 3

When the button is pressed the hood switches from the previous status to speed 3.

T5 Booster

When the button is pressed the hood switches from the previous status to intense speed. The setting is limited by time; when the time elapses the hood goes back to the speed set previously; when a speed button is pressed (T2, T3 or T4), the selected speed is set as you leave the booster mode.

T6 Timer

By pressing T6 once, a timer setting can be associated to each speed, after which the hood turns OFF automatically. The timer can be set for manual speeds only and not for the booster.

T7 Antigrease and odour filter signal

The antigrease (A) and odour (B) filters need cleaning/replacing after a certain number of hours of use (the latter for filtering hoods only).

The time for cleaning/replacement is signalled by the flashing of the coloured LED associated to the filter (white for antigrease filters, red for odour filter).

The LED is turned off by pressing the T7 button after cleaning/replacing the filters.

T8 lights ON/OFF

It turns the work lights of the hood on and off.

Hood configuration

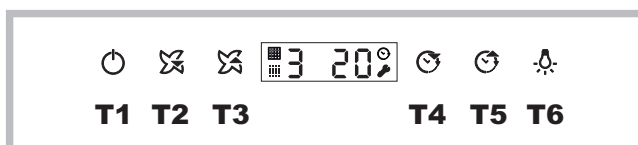
The configuration menu is accessed with the product off by pressing T5 and T6 for 6 seconds. T7 turns on at this point to indicate the type of installation through two colours of the LED: white for extractor installation (default), red for filtering installation. The installation type can be changed by pressing T7 cyclically with the consequent alternation of the LED colours.

Hood off

The hood can be turned off manually by pressing the T1 button (ON/OFF). If the timer is set, the hood turns off automatically when the set time runs out.

Models with Touch control glass + display (medium)

(Only available in certain models)



T1 motor ON/OFF

When the button is pressed with the hood off, the first speed is set. When the button is pressed during operation, the hood switches OFF.

T2 Speed -

When the button is pressed the hood switches to the previous speed.

T3 Speed +

If the hood is set to speed 3, the intensive speed activates when this button is pressed

The setting is limited by time; when it elapses the hood goes back to the speed set previously.

T4 Timer “-”

Set a time to turn OFF the hood with the timer; if the timer is set and the speed is subsequently changed by pressing T2, T3 or T4, the timer is deactivated.

Press T4 to decrease the timer by 5 minutes.

T5 Timer “+”

When the button is pressed for the first time, the timer is set to 5 minutes; this value is increased by 5 additional minutes every time the button is pressed after that.

T6 lights ON/OFF

It turns the work lights of the hood on and off



D1: DGT Speed

D2: Assembly of 2 DGT Time

I1: Grease Filter Indicator

I2: Carbon Filter Indicator

I4: Menu Indicator

I5: Timer Indicator

Antigrease and odour filter signal

The antigrease (A) and/or odour (B) filters need cleaning/ replacing after a certain number of hours of use (the latter for filtering hoods only).

The indicator light **I1** on indicates that the antigrease filter is saturated, while the indicator light **I2** on indicates that the odour filter is saturated (for hoods in filtering mode only).

Press **T5 + T4** for 3 seconds with the hood on to reset the counter.

Hood type setting

The hood can be set to the ventilation (default) or filtering mode. To change the setting proceed as follows:

- with the hood **OFF**, the menu is accessed by pressing the **T4** e **T5** buttons for a prolonged time; this is signalled by a sound emitted by the hood and by the **I4** icon lighting up and the writing **C1-0** appearing on the display;
- use the buttons **T4** and **T5** to go through the menu. Use **T4** to go through the various menu items (**C1**, **C2**, **C3**, **C4**, etc) and **T5** to select them (**0**, **1** or **0**, **1**, **2**);
- to set the hood type, access the menu, select the item **C6** with **T4** and set the value **0** with **T5** to set the hood on ventilation mode or **1** for the filtering mode. Press **T1** at the end.

Hood off

The hood can be turned off manually by pressing the **T1** button (**ON/OFF**). If the hood stays on in manual mode, it turns off automatically after a certain "safety" time. If the timer is set, the hood turns off automatically when the set time runs out.

Models with Touch control glass + display (high)

(Only available in certain models)



T1 motor ON/OFF

When the button is pressed with the hood off, the first speed is set. When the button is pressed during operation, the hood switches OFF.

T2 Speed –

When the button is pressed the hood switches to the previous speed.

T3 Speed +

When the button is pressed the hood switches to the next speed. If the hood is off, speed 1 is set when pressing this button.

T4 Booster

When the button is pressed, the hood switches from the previous status to the intensive speed; the letter "b" will flash slowly on the display. The setting has a limited timeframe; when the time elapses the hood goes back to the speed set previously; when a speed button is pressed (**T2**, **T3** or **T4**), the selected speed is set as you leave the booster mode.

T5 AUTO

Press the **T5** button to activate the automatic mode, which turns the hood on based on the steam level detected. While in normal operation the sensor regulates the motor speed within the admitted values (0,1,2,3 or booster). The hood switches from automatic to manual mode when the Booster or Speed button is pressed.

The sensor needs calibrating before use; for more information please refer to paragraph "Calibration procedure"

T6 Timer “–”

With the timer, a time can be set, after which the hood turns **OFF**; if the timer is set and the speed is subsequently changed by pressing **T2**, **T3** or **T4**, the timer is deactivated. Press the **T6** button to decrease the previously set value by 5 minutes.

T7 Timer “+”

When the button is pressed for the first time, the timer is set to 5 minutes; this value is increased by 5 additional minutes every time the button is pressed after that.

T8 lights ON/OFF

It turns the work lights of the hood on and off.



D1: DGT Speed

D2: Assembly of 2 DGT Time

I1: Grease Filter Indicator

I2: Carbon Filter Indicator

I4: Menu Indicator

I5: Timer Indicator

Antigrease and odour filter signal

The antigrease (A) and odour (B) filters need cleaning/ replacing after a certain number of hours of use (the latter for filtering hoods only).

The indicator light **I1** on indicates that the grease filter is saturated, while the indicator light **I2** on indicates that the odour/carbon filter is saturated (for hoods in filtering mode only).

Press **T5 + T6** for 3 seconds with the hood on to reset the counter.

Automatic sensor calibration procedure

- **Calibration:** the calibration procedure must be carried out in a clean environment to be effective; therefore, the hob must be off during the calibration.

During the calibration procedure the **AUTO** button is on and the **AUTO** writing flashes on the display.

The sensor calibration may be automatic or manual ("upon request"). In both cases the calibration lasts:

- about 1 minute for gas hobs;
- about 13 minutes for induction and electric hobs.

- **Automatic calibration:** occurs when the hood is power supplied or after selecting the plan from the configuration menu.

- **Manual calibration:** (or upon request) is set in the configuration menu. This procedure is advised, and may be started, in case of malfunctioning of the sensor (which, for example, may occur in case of blackout while cooking or after a long time since the use).

For the manual calibration, proceed with the steps below:

- with the hood **OFF** or in standby, the menu is accessed by pressing the **T6** and **T7** buttons for a prolonged time; this is signalled by a sound emitted by the hood and by the **I4** icon lighting up and the writing **C1-0** appearing on the display;
- use the buttons **T6** and **T7** to go through the menu. Use **T6** to go through the various menu items (**C1**, **C2**, **C3**, **C4**, etc) and **T7** to select them (**0**, **1** or **0**, **1**, **2**);
- for the manual calibration, access the menu, select item **C4** with **T6** and set value 1 with **T7**. Then press **T1** and wait for the time suggested for the calibration.

Selecting the hob type: the type of hob (electric, induction, gas) present under the hood is select upon installation. A complete automatic calibration procedure is carried out immediately after selecting the hob.

Important: do not force the calibration “upon request” after selecting the hob as this activates automatically.

To select the hob, proceed as follows:

- with the hood **OFF** or in standby, the menu is accessed by pressing the **T6** and **T7** buttons for a prolonged time; this is signalled by a sound emitted by the hood and by the **I4** icon lighting up and the writing **C1-0** appearing on the display;
- use the buttons **T6** and **T7** to go through the menu. Use **T6** to go through the various menu items (**C1**, **C2**, **C3**, **C4**, etc) and **T7** to select them (**0**, **1** or **0**, **1**, **2**);
- to select the hob, access the menu, select item **C3** with **T6** and set the value with **T7** to **0** if you have a gas hob, **1** if you have a radiant hob and **2** if you have an induction hob. Press **T1** to leave the menu mode and wait the time needed for the sensor calibration.

Hood type setting

The hood can be set in the ventilation (default) and filtering operating mode. To change the type proceed as follows:

- with the hood **OFF** or in standby, the menu is accessed by pressing the **T4** and **T5** buttons for a prolonged time; this is signalled by a sound emitted by the hood and by the **I4** icon lighting up and the writing **C1-0** appearing on the display;
- use the buttons **T4** and **T5** to go through the menu. Use **T4** to go through the various menu items (**C1**, **C2**, **C3**, **C4**, etc) and **T5** to select them (**0**, **1** or **0**, **1**, **2**);
- to set the hood type, access the menu, select the item **C6** with **T4** and set the value **0** with **T5** to set the hood on ventilation mode or **1** for the filtering mode. Then press **T1**.

Hood off

The hood can be turned off manually by pressing the **T1** button (**ON/OFF**). If the hood stays on in manual mode, it turns off automatically after a certain “safety” time. If the timer is set, the hood turns off automatically when the set time runs out.

The Automatic mode activates after 10 minutes from the sensor turning off the hood motor.

Configuration table

| Regulation code | Meaning | Explanation |
|-----------------|--------------------------|---|
| C1 | Grease filter timer | It resets the grease filter timer |
| C2 | Odour filter timer | It resets the odour filter timer |
| C3 | Hob type | It changes the hob type for the AUTO sensor. It may be gas, electric or induction |
| C4 | Sensor calibration | It calibrates the sensor. If item 1 is select, the sensor carried out the calibration the next time the hood is turned on |
| C5 | Audio levels | If mute, no FB audio is emitted (not even when turning ON) |
| C5 | Hood type | Ventilation/Filtering (Ventilation by default) |
| C6 | Reset to Factory default | It resets the DGT menu values to default values (including installation) |

General notes

If the display buttons become locked, unplug and plug in again the hood from the mains before contacting the Assistance Service.

Maintenance and care

Caution! Before cleaning or servicing the unit, disconnect it from the mains by pulling the power plug or disconnecting the main circuit breaker.

First cleaning

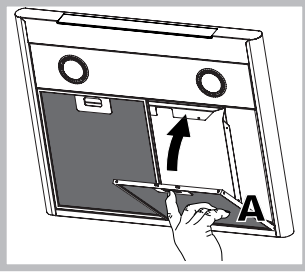
- Remove the protective film
- Clean with a damp sponge and a little neutral soap
- Rinse off with a damp cloth
- Dry with a soft cloth; if the hood is stainless steel, dry along the metal's grain

Periodic cleaning

The hood must be cleaned frequently (at least as often as you service the grease filter), inside and out. Use a damp cloth and a neutral liquid detergent with lukewarm water. Do not use abrasive or corrosive products.

Warning: Failure to observe the hood cleaning and filter cleaning/replacement instructions can result in fires. Follow the instructions carefully. The manufacturer is not liable for any damage to the motor or fires caused by incorrect care or failure to follow the above instructions.

Servicing the grease filter (A)



The grease filter retains the particles of grease produced during cooking; it must be cleaned at least once a month with a non-aggressive detergent, either by hand or with a low temperature, short dishwasher cycle.

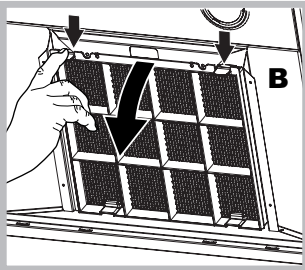
To extract the grease filter, pull the spring loaded handle.

If washed in a dishwasher, the metal filter may change colour, but this does not affect its performance.

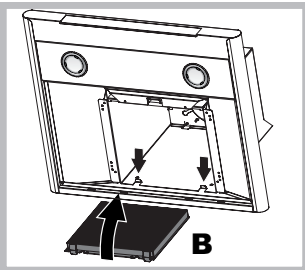
Servicing the charcoal filter (B)

The charcoal filter retains unpleasant cooking odours. The filter saturates after a variable time, depending on the type of cooking and how often the grease filter is cleaned. The cartridge must be replaced at least once every twenty months.

This filter can NOT be washed or regenerated



Disassembly: Remove the activated-carbon filter by pressing the two front levers which secure it to the hood.



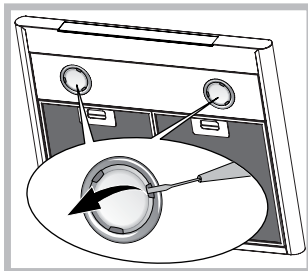
Assembly: Secure the activated-carbon filter first in the back using the hood's metal tabs and then in the front by pressing the two levers.

Replacing the bulbs

Disconnect the unit from the mains and remove the grease filter.

Caution! Make sure the bulbs are cool before touching them.

1. Extract the guard by prising it out with a small flat head screwdriver or something similar.
2. Replace the faulty bulb. Use only bulbs of the same type (for details, see the technical data in the following manual).
3. Refit the guard (push it in).



Replacing the lights LED *

The hood is fitted with a lighting system based on LED technology. The LEDs ensure optimal lighting, longer life and lower consumption compared with traditional lights. To replace them please contact the assistance service.


Electrical cable

If the power cable is damaged, it can be replaced by the manufacturer or his technical service, to prevent any attendant risks.

SCRAPPING

The unit is marked for conformity with European Directive 2012/19/EC, Waste Electrical and Electronic Equipment (WEEE). By ensuring that the unit is scrapped properly, the user contributes to safeguarding the environment and public health.



The  symbol on the product or on its accompanying documents indicates that the product may not be treated as domestic waste but must be handed over to a sorting centre for electrical and electronic waste. Dispose of it in accordance with local waste disposal regulations. For further information on the handling, recovery and recycling of this product, contact the local authority, domestic waste disposal service or the reseller from whom you purchased it

Troubleshooting

If something does not work, make the following simple checks before contacting Technical Service:

If the hood does not operate:

Check that:

- the unit is powered up.
- a speed has been set.

If the hood is not working effectively:

Check that:

- the selected motor speed is sufficient to handle the amount of smoke and steam being produced.
- the kitchen is adequately ventilated for the unit to take air in.
- the charcoal filter is not exhausted (filter version).

If the hood turns off during normal operation:

Check that:

- the unit is powered up.
- the circuit breaker has not tripped.

In case of faulty operation, before contacting Technical service, first disconnect the machine from the mains for at least 5 seconds by pulling its plug, then reconnect it. If the fault persists, contact Technical Service.

* Only available in certain models

After Sales Service

No one is better placed to care for your Hotpoint appliance during the course of its working life than us – the manufacturer.

Essential Contact Information

Hotpoint Service

We are the largest service team in the country offering you access to 400 skilled telephone advisors and 1000 fully qualified engineers on call to ensure you receive fast, reliable, local service.

UK: 08448 224 224
Republic of Ireland: 0818 313 413
www.hotpointservice.co.uk

Please note: Our advisors will require the following information:

Model number:

Serial number:

Parts and Accessories

We supply a full range of genuine replacement parts as well as accessory products that protect and hygienically clean your appliance to keep it looking good and functioning efficiently throughout its life.

UK: 08448 225 225
Republic of Ireland: 0818 313 413
www.hotpointservice.co.uk

Appliance Registration

We want to give you additional benefits of Hotpoint ownership. To activate your free 5 year parts guarantee you must register your appliance with us.

UK: 08448 24 24 24
Republic of Ireland: 01 230 0800
www.hotpointservice.co.uk

Indesit Company UK Ltd. Morley Way, Peterborough, PE2 9JB
Indesit Company Unit 49 Airways Industrial Estate, Dublin 17

Recycling and Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality, recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully. To minimise the risk of injury to children, remove the door, plug, and cut the mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into mains socket, and the door cannot be locked shut.

Guarantee

12 months Parts and Labour Guarantee

Your appliance has the benefit of our manufacturer's guarantee, which covers the cost of breakdown repairs for twelve months from the date of purchase.

This gives you the reassurance that if, within that time, your appliance is proven to be defective because of either workmanship or materials, we will, at our discretion, either repair or replace the appliance at no cost to you.

This guarantee is subject to the following conditions:

- The appliance has been installed and operated correctly and in accordance with our operating and maintenance instructions.
- The appliance is used only on the electricity or gas supply printed on the rating plate.
- The appliance has been used for normal domestic purposes only.
- The appliance has not been altered, serviced, maintained, dismantled, or otherwise interfered with by any person not authorised by us.
- Any repair work must be undertaken by us or our appointed agent.
- Any parts removed during repair work or any appliance that is replaced become our property.
- The appliance is used in the United Kingdom or Republic of Ireland.

The guarantee does not cover:

- Damage resulting from transportation, improper use, neglect or interference or as a result of improper installation
- Replacement of any consumable item or accessory. These included but not limited to: plugs, cables, batteries, light bulbs, fluorescent tubes and starters, covers and filters.
- Replacement of any removable parts made of glass or plastic.

THIS GUARANTEE WILL NOT APPLY IF THE APPLIANCE HAS BEEN USED IN COMMERCIAL OR NON-DOMESTIC PREMISES.

5 Year Parts Guarantee

Hotpoint also offers you a free 5 year parts guarantee. This additional guarantee is conditional on you registering your appliance with us and the parts being fitted by one of our authorised engineers. There will be a charge for our engineer's time. To activate the extra parts warranty on your appliance, simply call our registration line on **08448 24 24 24 (Republic of Ireland 01 230 0800)**

Extended Guarantees

We offer a selection of protection plans that enable you to fully cover yourself against the expense of repair bills for the life of your policy. To find the ideal plan for you please call our advice line on **08448 226 226 (Republic of Ireland 01 230 0233)**.

Free Helpdesk Service

We have a dedicated team who can provide free advice and assistance with your appliance if you experience any technical difficulties within the first 90 days of ownership. Simply call our Hotpoint Service Hotline on **08448 224 224 (Republic of Ireland 0818 313 413)** for telephone assistance, or, where necessary, to arrange for an engineer to call.